

- AKEMI DEAN IS ORDAINED QUEEN OF THE MIS GROUP
- DIVISION NOMINATED FOR HONDA AWARD
- SHUTTLE SERVICES UPGRADES TO NEXTEL TWO-WAY RADIOS

## Fuel Success...

### State Fuel Network Receives National Recognition



On Tuesday, September 19, 2000 Fleet Operations Division Director, Steve Saltzgiver, accepted this year's National Association of State Chief Administrators (NASCA) Outstanding Program Award for Creative Excellence in Public/Private Partnerships, on behalf of the Fuel Network. The award was presented at a luncheon held as part of the NASCA convention held in Williamsburg, Virginia.

The Fuel Network was honored after years of hard work and innovative ideas, started by the Department's Deputy Director David Fletcher, which has saved State taxpayers millions of dollars annually and created a safer environment for all Utah residents. The Network has

brought four powerful entities together that have traditionally stood apart. City, county, and state governments are now partnering with the private sector to provide not only fuel and preventive maintenance, but also vehicle tracking and secure fueling systems. This partnership has made the access to fuel sites accepting that State fuel credit card, not only within the State, but nationwide.

Working with companies such as Questar and Sinclair Oil has allowed the Fuel Network as a leader in Alternative Fuel accessibility. Utah is currently ranked fourth in the nation for its Alternative Fuel Infrastructure. To its credit, the Network has built six State maintained Compressed Natural Gas fueling

sites in Northern Utah and sits on the board of the Salt Lake Chapter of the Clean Cities Coalition.

Another environmentally conscious program managed by the State Fuel Network is the Underground Fuel Storage Tank (UFT) consolidation. The UFT has removed or replaced more than 500 aging tanks and decreased the number of government managed fuel sites by combining sites owned by several different government entities into a new, centrally located site.

Efforts to bring Utah's UFT into line with federal EPA standards has significantly reduced the threat of ground water contamination.

Fuel Network Manager, Jeff Done, stated that this was not a one-person award. That the hard work and determination of many people from within several agencies and business' as well as the members of his staff enabled the Network to achieve this recognition.

"It's you, it's the guy filling up using the fuel system credit card, it's the people from the private sector, the people from the State; a total partnership from the supplier to the end user. A combined effort that makes this program the way it is, its that simple," Done said.

# Boss's Day Out

Saturday, September 9, 2000 marked this year's annual Bosses Recognition Day at Hill Air Force Base. This day is set aside each year to honor employers for enabling their staff to participate in the Military Reserves and National Guard units. Division of Fleet Operations (DFO) Director, Steve Saltzgiver, was

invited to the base to be honored by Reservist, Sr. Master Sergeant Gary Robertson, who is also the Division's Accounting Manager.

Reservists are expected to spend one weekend per month and two weeks per year in active military duty. Because this impacts the employee work schedule, the base offers this public service campaign to help employers understand the need for the military reserves.

"Gary invited me, and as far as I know he's our only Reservist. So anyway, they invite employers to see what the employees are doing when they are away from work, and how they're serving their county. You get a sense of what being a



Master Sergeant Gary Robertson

Weekend Warrior is all about," Saltzgiver said.

The first part of the nine-hour day was spent touring the site with the employee. The employer learned what the employee's responsibilities are during their weekend tours of duty.

"Gary showed me what he does, but he's in security so there wasn't a lot he could share with me. Everything there, was on a 'need to know basis,' or they have to shoot ya, but he showed me around," Saltzgiver said. "I have a whole new respect for what Gary does for all of us in this country."

The rest of the day included activities such as the observation of a live training drill, each employer was allowed to

shoot an M-16 and a machine gun, they also were allowed to look in to a F-16 fighter plane and a tour of the facilities. However, the highlight of the day was a ride in a KC-135, which is an Air Force equivalent of a Boeing 707, without the seats. The plane is used to fuel fighter jets in air.

"They had five of those F-16s off our stern, port and everywhere. We were flying at about 700 miles per-hour and the planes are this close. When you go down to the boom, you can see one fly down in there and get filled up then VVEEP, it moves out and VVEEP another moves in, you can actually look out the window and see the pilot in the F-16 because they have that clear cockpit," Saltzgiver said.

It was an interesting day, packed with information on the Air Force, military maneuvers and the importance of having reserves to help protect the country. Spending a day with an employee learning their part of the nation's security lets the employer know that the world is a little safer knowing that their employees are waiting for the call.

I have a whole new respect for what Gary does for all of us in this country.  
-Steve Saltzgiver

## The Rates Are Changing!

Beginning with FY 2001, two pass-through changes were implemented, a premium fuel charge and a special request, outsource vehicle rental charge. The premium fuel charge of 20-cents per gallon, was approved during the 2000 Legislative session. The Division of Fleet Operations (DFO) did not begin enforcing the fee until FY2001 to allow fleet customer's time to

become acclimated to the rate change.

The key factors that went into the decision to implement this rate included, lower operation costs for the State fleet and the fact that the benefits of operating a vehicle on a higher octane fuel are not sufficient enough to justify the extra cost. In fact, most new, vehicle operations manuals recommend the use of no higher than

87 octane.

Management Analyst David Rees said, "This is a good time to remind everyone that they should be buying regular-unleaded fuel when filling a State-owned vehicle, if they choose not to purchase this fuel type the increased costs will be passed through to their agency."

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**(Rates continued from pg. 2)**

The pass-through charge associated with the Daily Motor rental rates that will be implemented November 1, 2000 will enable DFO to continue the highest quality customer service available in the vehicle rental industry. The current DFO policy of "Never Say Never" to a vehicle request, given 24-hour notice, will still be in place for their customers. The change will be reflected in cases where agencies require vehicles not currently available within one of the Motor Pools inventory and no other vehicle option will fulfill the agency need.

Motor Pool Coordinator, Gala Dumas explains, "An example of the new charges would be... if a customer requests a certain vehicle type and other options were offered, say a mini-van instead of an SUV, and that option was rejected by the agency, DFO would rent a vehicle from a vendor under State contract and the additional costs would be passed on to the agency. However, if DFO needed to rent from an outside vendor in order to fill reservations, because we had more requests than vehicles on any given day, DFO would pickup the extra charges for the agency."

Although, as in this case, change is not always fun, the increase in rates are necessary. The rate changes have been put into place in order to keep the State fleet operating as cost effectively as possible.

## Hello...Hello...Hello

The Division of Fleet Operations (DFO) is welcoming several employees to the fleet management team this month.

**Sal Petilos** officially joined



DAS in July of 2000 as an Internal Auditor assigned to DFO. Petilos' background includes graduation from the

Fordham School of Law (which is located back east somewhere) in 1985, after which he went into private practice for 8 years.

As a lawyer he handled mostly criminal defense cases. He is currently a member of the Bar Association in New York and New Jersey, but has not applied in Utah.

Petilos moved to Utah about 6 years ago with a plan to ski and "reinvent" himself.

"And I have", he said.

After spending 2 years teaching Introduction to Law and Constitutional Law, while participating in a Master's program at Utah State University, Petilos accepted a position with the State as a Legislative Auditor General. He remained in this position for 4 years, until he was hired by the Department of Administrative Services/

Division of Fleet Operations.

Petilos states that he has learned many things since moving to Utah, including the fact that camping is done in a tent with an open fire, not a cabin with room service.

He is still an active outgoing man, even though he will be 40 years old in December. (Yes 40, hard to believe, I know, but if you do the math it adds up to around 40.)

DFO would like to welcome Sal Petilos and say, "Great job so far!"



**Andy Wright** seems more like a DFO veteran rather than a new member of the team. He has been managing the

Ogden Motor Pool for more than 10 years, while still maintaining a position with Publishing Services at the Ogden Regional Center.

In July of this year, Publishing Services made the decision to close the Ogden location. Wright was given the option of remaining with Publishing Services and being transferred to Capital Hill, however he decided to stay in Ogden and operate the much needed Motor Pool. As Motor Pool Coordinator, Wright will be handling reservations and arranging the drop-

off and pickup of Pool vehicles needing maintenance.

"I have to take them in myself cuz I'm the only one here, in Ogden," he said.

His "other duties as assigned" will include assisting CARS Administrator, Angie Watson, with meter rejects and running reports.

In his spare time, (assuming he will have the energy), Wright likes to play softball and golf.

DFO would like to thank Andy Wright for sticking with the Motor Pool in Ogden and wish him continued success in its operation.

**Joey Montanez** is a recent graduate and former football player of Skyline, a local Salt Lake High School. His position on the DFO team will be morning



Capitol Shuttle Driver. The 18 year-old Salt Lake Community College student had been in need of a part-time job that would allow him the flexibility needed to obtain a degree in Business Management and Computers.

Montanez is a welcome addition to the shuttle services area of operation.

I hope I don't have to help with training.

- Andy Wright



## A Personnel Note

Frank Mortensen's continuously smiling lips now have a better reason to curl-up at the corners than ever before. He was recently approved for a new construction loan and plans to build a new home in Stansbury Park, a small community near Tooele.

"We went for a drive and we just fell in love with the area," he said.

Construction is planned to begin as soon as "this week" with Mortensen and his family moving into the home sometime in January 2001. Just in time for his stepson John's birthday.

"He will be 17 in January, actually this will be one of his big birthday presents, a new



Frank Mortensen

house," he said.

He added that his stepson wanted hardwood floors in his new bedroom, so Mortensen and his wife Terry will be paying the extra money for the flooring as a birthday gift for John.

The floor plan of the new house will include three bedrooms, two family rooms as well as kitchen and bath areas.

This should be more than enough room for Mortensen's family, which includes Mortensen himself, wife Terry, stepson John, two dogs, one cat, three birds and a grown son named Josh that will visit from time to time.

"We're all very excited about it," Mortensen said.

## Incentive Awards



The Division of Fleet Operations' Incentive Award program is a clear success. More and more employees of DFO are nominating their peers for providing outstanding job performances. Award categories include:

- **Recognition Award** which is a non-monetary award, more of a pat-on-the-back for a job well done. When an employee has received seven Recognition Awards they may be exchanged for an Administrative Leave Day (a paid day-off) or a \$100.00 bonus on their next check.

- **Extra Mile Award** which is a monetary award in increments of \$5.00 to \$100.00 given to employees who "Go the extra mile" in customer service or daily tasks.

- **Team Awards** can be either a pat-on-the-back or a monetary award (\$5.00 to \$100.00) given to all of the members of a team that helped to achieve a lofty goal. Every member of the team will receive the same award for an extraordinary job done.

- **Committee Award** is a monetary award given for innovative ideas, creating cost-savings for the Division or implementing office improvements. This award is the most difficult to receive because it is awarded in increments of \$100.00 to \$500.00 and must be approved by the Department of Administrative Services Executive Director.

Employees are encouraged to nominate their peers for any of the awards listed. The committee can move the nomination into a different category to insure nominees are receiving the recognition they deserve, and will meet management approval. Remember that temporary employees are also eligible to receive Incentive Awards.

This month's nominations/winners included two Team

Awards, one given to the Fuel Dispensing Team for all the hard work necessary to receive a national award. Listed on the Team certificate were Kathryn Anderson, Steve Canning, Bob Seele, Todd King, Michelle Werner, Karen Kraus, Al Orwin, Paul Ferguson and Jeff Done. Good Job Team!

The other Team Award went to the Motor Pool/Shuttle Services Team. They had received high praise from the Legislative Branch for coordinating a major bus tour for their analysts that went off without a hitch. Included on this certificate where, Regina Dietrick, Cindy Litz, Tina Keel, Ed Heath, Frank Mortensen, Derrick Klarr, Shaun Cook, Spencer Landreth, Doug Fay, Kathleen Fahey, Jason Potter, Charlotte Wilkes, Ralph Medel and David Rees.

Recognition Awards went to Alison Taylor, Frank Mortensen, Roland Rasmussen and Gus Cansino.

Congratulations to everyone receiving an Award this month and keep up the good work!

"To catch the reader's attention, place an interesting sentence or quote from the story here."

## CARS Administrator Seeks Help From Help Desk



Angie Watson

"I'm calling them back and they will get the personal one-on-one help that they're use to getting."

-Angie Watson

After a year long battle against turning to the ITS Help Desk to document the requests made by users of the Division of Fleet Operations vehicle tracking system, FleetAnywhere CARS Administrator, Angie Watson, surrenders.

Beginning October 2, 2000, all requests, questions and concerns will be submitted by calling 538-3440 in the Salt Lake area and 1-800-678-3440 for users located in other areas of the State.

Watson will be continuing to document the calls for the month of October, however, November 1, she will refer all callers to the help desk.

I'll let people filter in, if they call me today, I'll go ahead and log the task

myself and remind them 'Next time call the Help Desk'. As of November and/or those with repeated times calling me, they will be told 'No, you have to call the Help Desk, then I will help you with this problem'," she said.

One reason for the change in policy is the amount of time that must be dedicated to the documentation of all of the calls received by Watson. Time she feels could be better spent solving problems and answering questions.

"This is just a way for me to get documentation done. Because I have to document each and every thing that [is] requested and it got to be too much. The help desk automatically documents every call for me," she said.

A second reason for the change is that Andy Wright will be assisting Watson with data implementation. In some cases, tasks will be sent straight to Wright for quicker resolution of problems.

"When tasks come in that Andy can do I can just quickly send them on to him, so hopefully, within the next few months they should notice an increase in service and response time," Watson said.

Watson had fought against using the Help Desk in the past, because she was afraid of losing the one-on-one communication with her customers. However she has decided that the process will remain similar.

"Instead of the calls coming directly to me, they are going to the Help Desk, the Help Desk notifies me and then I respond to them. So, they're not losing the personal interaction. So it's basically the same thing, they're just not calling me directly. I'm calling them back and they will get the personal one-on-one help that they're use to getting," Watson said.